SONICWALL POCKET GLOBAL VPN CLIENT

USER'S GUIDE

SONICWALL

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Preface

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Limited Warranty

SonicWALL, Inc. warrants that commencing from the delivery date to Customer (but in any case commencing not more than ninety (90) days after the original shipment by SonicWALL), and continuing for a period of twelve (12) months, that the product will be free from defects in materials and workmanship under normal use. This Limited Warranty is not transferable and applies only to the original end user of the product. SonicWALL and its suppliers' entire liability and Customer's sole and exclusive remedy under this limited warranty will be shipment of a replacement product. At SonicWALL's discretion the replacement product may be of equal or greater functionality and may be of either new or like-new quality. SonicWALL's obligations under this warranty are contingent upon the return of the defective product according to the terms of SonicWALL's then-current Support Services policies.

This warranty does not apply if the product has been subjected to abnormal electrical stress, damaged by accident, abuse, misuse or misapplication, or has been modified without the written permission of SonicWALL.

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About this Guide

Thank you for choosing the SonicWALL Pocket Global VPN Client (Pocket GVC) for use with your PDA running the Microsoft Windows Mobile 2003 operating system. The *SonicWALL Pocket Global VPN Client 3.0 User's Guide* provides complete documentation on installing, configuring, and using SonicWALL Pocket GVC.

Note! *For documentation on configuring the SonicWALL security appliance to support SonicWALL Pocket GVC, refer to the Administrator's Guide for your SonicWALL security appliance. All SonicWALL product documentation is available at www.sonicwall.com/services/documentation.html.*

Conventions Used in this Guide

Conventions used in this guide are as follows:

Convention	Use
Bold	Highlights items you can select on the Pocket GVC interface. For example, "tap the **Pocket GVC** icon to launch the **Pocket GVC** application."
Italic	Highlights a value to enter into a field. For example, "type *192.168.168.168* in the **IP Address** field."
>	Indicates a multiple step menu choice. For example, "tap **File > Delete**" means tap the **File** menu, then tap the **Delete** item from the **File** menu.

Icons Used in this Guide

Alert! *Important information about features that can affect performance, security features, or cause potential problems with your SonicWALL Pocket GVC application.*

Tip! *Useful information about security features and configurations on your SonicWALL Pocket GVC application.*

Note! *Related information to the section topic*.

SonicWALL Technical Support

For timely resolution of technical support questions, visit SonicWALL on the Internet at *www.sonicwall.com/services/support.html*. Web-based resources are available to help you resolve most technical issues or contact SonicWALL Technical Support.

To contact SonicWALL telephone support, see the telephone numbers listed below:

North America Telephone Support

U.S./Canada - 888.777.1476 or +1 408.752.7819

International Telephone Support

Australia - + 1800.35.1642

Austria - + 43(0)820.400.105

EMEA - +31(0)411.617.810

France - + 33(0)1.4933.7414

Germany - + 49(0)1805.0800.22

Hong Kong - + 1.800.93.0997

India - + 8026556828

Italy - +39.02.7541.9803

Japan - + 81(0)3.5460.5356

New Zealand - + 0800.446489

Singapore - + 800.110.1441

Spain - + 34(0)9137.53035

Switzerland - +41.1.308.3.977

UK - +44(0)1344.668.484

Note! *Please visit www.sonicwall.com/services/contact.html for the latest technical support telephone numbers.*

SonicWALL Pocket Global VPN Client

SonicWALL Pocket GVC enables users of hand-held devices such as PDAs running Microsoft Windows Mobile 2003 operating system to securely access corporate resources through corporate or public wireless access, existing corporate dial-up facilities, or GPRS modems.

Note! *Pocket GVC is part of SonicWALL's Distributed Wireless Solution, which enables secure, authenticated, integrated and centrally managed wireless network deployment for organizations of all sizes. For more information on SonicWALL's Distributed Wireless Solution, go to www.sonicwall.com.*

Installing the Pocket Global VPN Client

The following steps explain how to install the SonicWALL Pocket GVC application.

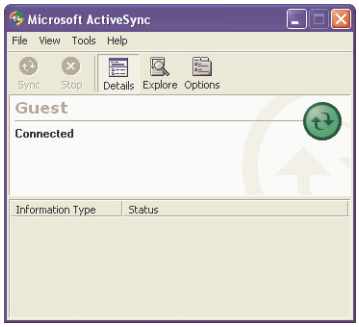
Before you Begin

You need the following to install and use the SonicWALL Pocket GVC:

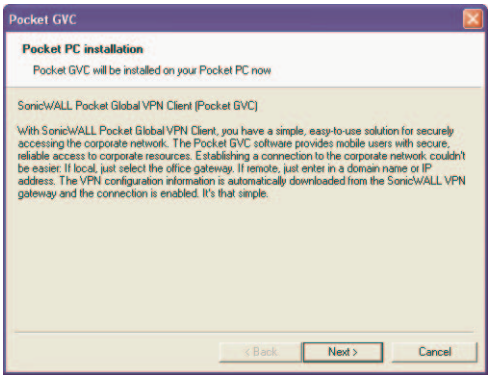
- A PDA running Microsoft Windows Mobile 2003 with a connected cradle activated for synchronization.
- A PDA with a dial-up modem, GPRS modem, or an wireless adaptor.
- A registered 3rd Gen SonicWALL security appliance running firmware version 6.4.2.0 (or higher), a registered 4th Gen SonicWALL security appliance with license management support, or a registered SonicWALL wireless security appliance.
- The SonicWALL Pocket Global VPN Client 3.0 application (PGVCSetup.exe).

Alert! *Make sure your PDA is connected to your desktop computer before installing the Pocket GVC application.*

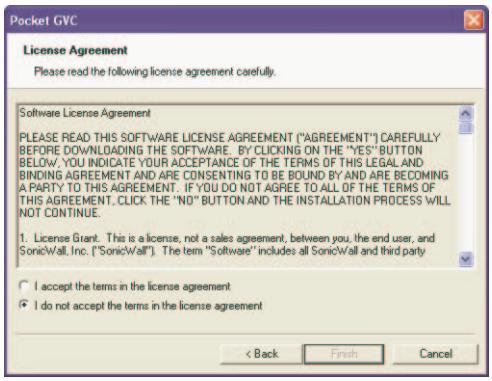
1. Unzip the SonicWALL Pocket GVC program on your computer connected to the PDA.
2. With your PDA connected with Microsoft ActiveSynch, double-click **PGVCSetup.exe** on the desktop.



3. Click **Next**.


Pocket GVC
Pocket PC installation
Pocket GVC will be installed on your Pocket PC now
SonicWALL Pocket Global VPN Client (Pocket GVC)
With SonicWALL Pocket Global VPN Client, you have a simple, easy-to-use solution for securely accessing the corporate network. The Pocket GVC software provides mobile users with secure, reliable access to corporate resources. Establishing a connection to the corporate network couldn't be easier. If local, just select the office gateway. If remote, just enter in a domain name or IP address. The VPN configuration information is automatically downloaded from the SonicWALL VPN gateway and the connection is enabled. It's that simple.
< Back
Next >
Cancel

4. Read the license agreement, then select **I accept the terms of the license agreement**. Click **Next**.


Pocket GVC
License Agreement
Please read the following license agreement carefully.
Software License Agreement
PLEASE READ THIS SOFTWARE LICENSE AGREEMENT ("AGREEMENT") CAREFULLY BEFORE DOWNLOADING THE SOFTWARE. BY CLICKING ON THE "YES" BUTTON BELOW, YOU INDICATE YOUR ACCEPTANCE OF THE TERMS OF THIS LEGAL AND BINDING AGREEMENT AND ARE CONSENTING TO BE BOUND BY AND ARE BECOMING A PARTY TO THIS AGREEMENT. IF YOU DO NOT AGREE TO ALL OF THE TERMS OF THIS AGREEMENT, CLICK THE "NO" BUTTON AND THE INSTALLATION PROCESS WILL NOT CONTINUE.
1. License Grant. This is a license, not a sales agreement, between you, the end user, and SonicWall, Inc. ("SonicWall"). The term "Software" includes all SonicWall and third party
I accept the terms in the license agreement
I do not accept the terms in the license agreement
< Back
Finish
Cancel

5. Click **Finish**.

Creating a New Connection

The first time you launch the Pocket GVC on your PDA, the **New Connection** screen automatically launches. The **New Connection** screen allows you to easily create a new connection profile by simply choosing the type of connection:

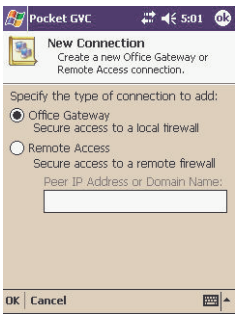
- **Office Gateway** - Choose this option if you are associating with a SonicWALL wireless gateway and want a secure connection. Note you can use this single **Office Gateway** VPN connection policy to roam securely across SonicWALL wireless gateways.
- **Remote Access** - Choose this option if you want secure access to a remote SonicWALL VPN gateway. The most common use of Remote Access is when you are at home or on the road and want access to the corporate network through a dial-up, GPRS, or public wireless network. If you choose this option, you enter the IP address or Fully Qualified Domain Name (FQDN) of the SonicWALL gateway appliance, such as *gateway.yourcompany.com* for your corporate network.

Alert! *If you are configuring Pocket GVC for **Remote Access**, make sure you have the IP address or FQDN of the remote SonicWALL VPN gateway and Internet access.*

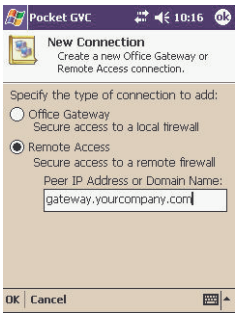
Alert! *If you are configuring Pocket GVC for **Office Gateway**, make sure your wireless card is configured with the correct wireless network information to access the SonicWALL wireless gateway.*

To create a an **Office Gateway** or **Remote Access** connection profile:

1. The first time you launch Pocket GVC on your PDA, the **New Connection** screen automatically launches or choose **File > New Connection**.



2. In the **New Connection** screen, select **Office Gateway** or **Remote Access.**
3. If you selected **Office Gateway**, the Pocket GVC is automatically configured to associate with SonicWALL wireless gateways.
4. If you selected **Remote Access**, enter the IP address or FQDN of the SonicWALL gateway in the **IP Address or Domain Name** field.



5. Tap **OK**. Your new VPN connection profile is displayed in the **Pocket GVC** screen.

Importing a VPN Configuration File

A VPN configuration file can be exported from the SonicWALL gateway and sent to you by the SonicWALL gateway administrator. This VPN configuration file has the filename extension **.rcf**. If you received a VPN configuration file from your administrator, you can import it into the Pocket GVC.

The VPN policy file is in the XML format to provide more efficient encoding of policy information. Pre-Shared keys for GroupVPN are also in the configuration file. The configuration file can be encrypted using PKCS#5 Password-Based Cryptography Standard from RSA Laboratories, which uses 3DES encryption and SHA-1 message digest algorithms.

Alert! *If your **.rcf** file is encrypted, you must have the password to import the configuration file into the Pocket GVC.*

The following instructions explain how to add VPN connection profile by importing a configuration file provided by your SonicWALL gateway administrator.

1. In the **Pocket GVC** screen, choose **File>Import Connection**. The **Import Connection** screen is displayed.

2. Type the file path for the configuration file in the **Specify the configuration file to import** field or tap the browse **...** button to locate the file. If the file is encrypted, enter the password in the **If the file is encrypted, specify the password** field.
3. Tap **OK**.

Alert! *Even though the VPN configuration is imported from the configuration file, Pocket GVC downloads new configuration information every time a GroupVPN policy change is made on the SonicWALL security appliance.*

Establishing a VPN Tunnel

Establishing a VPN connection with Pocket GVC is a transparent two phase process. Phase 1 enables the connection, which completes the ISAKMP (Internet Security Association and Key Management Protocol) negotiation. If XAUTH is enabled on the SonicWALL gateway, the Pocket GVC user is prompted for username and password. After a successful authentication, auto-policy provisioning downloads the VPN policy followed by Phase 2 is IKE negotiation using the policy attributes to establish the IPSec VPN tunnel for sending and receiving data.

When you enable a VPN connection, the following information **Status** changes are displayed in the **Pocket GVC** screen:

1. **Disabled** changes to **Connecting**.
2. **Connecting** changes to **Authenticating** when the **Enter Username/Password** screen is displayed.
3. **Authenticating** changes to **Connecting** after entering your username and password.
4. **Connecting** changes to **Provisioning**.
5. **Provisioning** changes to **Connected** once the VPN connection is fully established. A green checkmark is displayed on the VPN connection profile icon.

Once the VPN connection is established, a pop-up notification is displayed. It displays the **Connection Name**, **Connected to** IP address and the **Virtual IP Address** (if enabled on the SonicWALL gateway).

A VPN connection that does not successfully connect displays an error mark (red **x)** on the left of the VPN connection profile name. **Error** appears in the **Status** column.

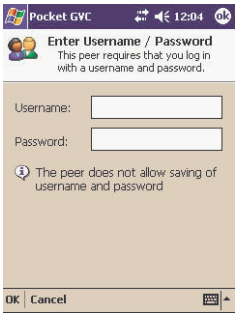
Note! *If the Pocket GVC does not successfully establish the IPSec tunnel, you can use the **Log Viewer** to view the error messages to troubleshoot the problem.*

Enabling a Connection

To establish a VPN tunnel using a connection profile you created in Pocket GVC, follow these instructions:

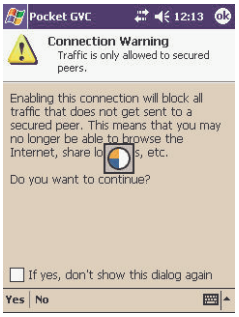
Note! Make sure your PDA has Internet connectivity and a valid IP address. Choose **Start > Settings > Connections** to access the settings for your wireless card.

1. Tap the **Pocket GVC** icon to launch the Pocket GVC application.
2. In the **Pocket GVC** screen, tap and hold on the VPN connection entry you want to enable.
3. In the pop-up menu, select **Enable**. You can also click the Enable button on the Command Bar after selecting the VPN connection.
4. The VPN gateway prompts you for a username and password for authentication, if authentication is required.



In the **Enter Username and Password** screen, enter your username and password. The message **The peer does not allow saving of username and password** is displayed in the **Enter Username and Password** screen.

If the VPN connection policy blocks Internet traffic when the VPN connection is active, the **Connection Warning** screen is displayed. This message alerts you that only network traffic destined for the remote network at the other end of the VPN tunnel is allowed.


Pocket GVC
12:13
Connection Warning
Traffic is only allowed to secured peers.
Enabling this connection will block all traffic that does not get sent to a secured peer. This means that you may no longer be able to browse the Internet, share lo s, etc.
Do you want to continue?
If yes, don't show this dialog again
Yes
No

5. Tap **OK** to continue with establishing your VPN connection. Once your VPN connection has successfully completed, **Connected** is displayed in the **Status** column and a green checkmark appears to the right of VPN connection profile name.

   A pop-up notification dialog is displayed at the top of the Pocket GVC screen after the IPSec tunnel is established. This indicates the PDA is now ready to send and receive data over the tunnel.

Note! *The pop-up notification dialog indicates the final results of ISAKMP negotiations.*

Accessing Redundant VPN Gateways

Pocket GVC supports redundant VPN gateways by manually adding the peer in the **Peers** page of the VPN connection's Properties screen. Redundant VPN gateways are automatically added if the IPSec gateway's domain name resolves to multiple IP address. For example, if *gateway.yourcompany.com* resolves to 67.115.118.7, 67.115.118.8 and 67.115.118.9, Pocket GVC cycles through the list of resolved IP addresses until it finds a gateway that responds, allowing the list of IP addresses to be used as redundant gateways. If all the resolved IP addresses fail to respond, Pocket GVC switches to the next peer, if another peer is specified in the **Peers** screen for the VPN Connection Properties. See "Peer Settings" on page 13 for more information.

Establishing Multiple Connections

You can have more than one connection enabled concurrently but it depends on the connection policy parameters configured at the SonicWALL VPN gateway. If you attempt to enable a subsequent connection when a currently connected VPN policy that does not allow multiple VPN connections, the **Cannot Enable Connection** message appears informing you the VPN connection cannot be made because the currently active VPN policy does not allow multiple active VPN connection. The currently enabled VPN connection policy must be disabled before enabling the new VPN connection

Checking the Status of a VPN Connection

Pocket GVC includes a variety of indicators to determine the status of your VPN connection. The Status screen displays more detailed information about the status of an active VPN connection. To display the Status screen for any VPN connection. Tap and hold on the VPN connection name and select **Status** from the menu.

For a detailed description of the information displayed in the Status screen, see "Status" on page 15.

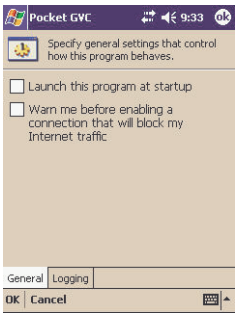
The Pocket GVC icon on the Command Bar displays a visual indicator of data passing between the client and the SonicWALL gateway.

Disabling a VPN Connection

Disabling a VPN connection terminates the IPSec tunnel. In the **Pocket GVC** screen, tap and hold on the VPN connection entry you want to disable to display the pop-up menu. Select **Disable** from the menu. You can also click the Disable button on the Pocket GVC Command Bar.

Specifying Pocket GVC Launch Options

You can specify how Pocket GVC launches and what notification messages appear from the **View > Options** menu.



- **Launch this program at startup** - launches the Pocket GVC when you start your PDA.
- **Warn me before enabling a connection that will block my Internet traffic** - activates **Connection Warning** message, notifying you that the VPN connection blocks Internet and local network traffic.

Managing VPN Connection Profiles

The Pocket GVC supports adding as many connection profiles as available memory can support. To help you manage these connection policies, Pocket GVC provides the following connection management tools.

Arranging Connection Profiles

You can arrange your VPN connection profiles in the **Pocket GVC** screen for easier access by choosing **View > Arrange Icons by**. You can arrange VPN connection profiles by:

Name - Sorts connection profiles by name.

Status - Sorts connection profiles by connection status.

Ascending - Sorts connection profiles by **Name** or **Status** in ascending order. The default arrangement is by **Name** in **Ascending** order**.**

Renaming a Connection Profile

To rename a VPN connection profile, tap and hold on the connection profile name and select **Rename** from the pop-up menu or choose **File > Rename**, then type in the new name.

Deleting a Connection Profile

To delete a VPN connection profile, tap and hold on the VPN connection profile name, then select **Delete** from the pop-up menu, or choose **File > Delete**. You can also tap the Delete button on the Command Bar.

You cannot delete an active connection profile. Disable the connection first, then delete it.

Selecting All Connection Profile

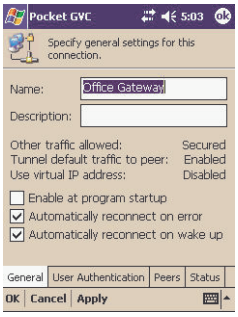
Choosing **View > Select All** selects all the connection profiles in the **Pocket GVC** screen.

Customizing VPN Connection Policies

Tap and hold the VPN connection policy you want to customize and select **Properties** from the pop-up menu or click on the Properties button on the Command Bar. You can customize the properties of your VPN connection policy. The Pocket GVC includes settings for **General**, **User Authentication**, **Peers** and **Status** properties.

General Settings

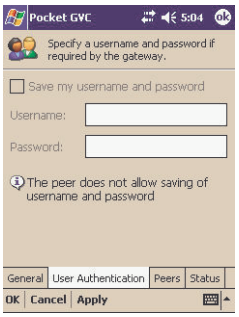
The **General** properties screen includes the following settings:



- **Name** - displays the name of your connection profile.
- **Description** - describes the connection profile. This text appears in a pop-up when your mouse pointer moves over the connection profile.
- **Other traffic allowed** (Read only property) - allows your computer to access the local network or Internet connection while the VPN connection is active.
- **Tunnel default traffic to peer** (Read only property) - allows all network traffic not routed to the SonicWALL gateway to be blocked. When you enable the VPN connection with this feature active, the **Connection Warning** message appears.
- **Use virtual IP address** - (Read only property) allows the Pocket GVC Virtual Adapter to get its IP address via DHCP through the VPN tunnel from the gateway.
- **Enable at program startup** - enables the connection when you launch the Pocket GVC application.
- **Automatically reconnect on error** - if the Pocket GVC encounters a problem connecting to the peer, it keeps retrying to make the connection. This feature allows the Pocket GVC to automatically retry connection attempts to a SonicWALL gateway without manual intervention. If the connection error is due to an incorrect configuration, such as the DNS or IP address of the peer gateway, then the connection property must be manually corrected. Check the Log Viewer to determine the problem and then edit the connection. This option is enabled by default. If an error occurs with this option disabled during an attempted connection, the Pocket GVC logs the error, displays an error message dialog box, and stops the connection attempt.
- **Automatically reconnect when wake up** - automatically re-enables the VPN connection policy after the computer wakes from a sleep or hibernation state.

User Authentication

The **User Authentication** screen allows you to enter the username and password if XAUTH is enabled on the SonicWALL VPN gateway.



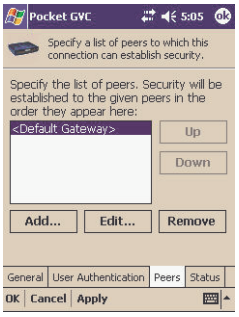
If the SonicWALL gateway is configured to disallow the caching of a username and password, the **Save my username and password** check box setting is grayed out the message **The peer does not allow saving of username and password** appears at the bottom of the screen.

If the SonicWALL gateway allows the caching of a username and password, check **Save my username and password**.

Note! *The SonicWALL gateway can also give the Pocket GVC an option to cache the username and password in the configuration file.*

Peer Settings

The **Peers** screen allows you to specify an ordered list of VPN gateway peers that this connection profile can use (multiple entries allow a VPN connection to use them for redundant SonicWALL VPN gateways). An attempt is made to establish a VPN connection to the given VPN gateway peers in the order they appear in the list.



To add a peer entry, tap **Add**. The **Peer Information** screen is displayed.

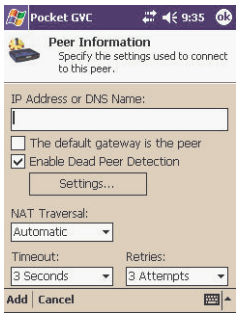
To edit a peer entry, select the peer name and tap **Edit**. The **Peer Information** screen is displayed.

To delete a peer entry, select the peer entry and tap **Remove**.

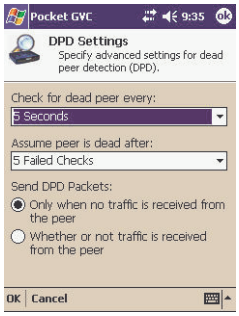
You can change the order in the list of peers using the **Up** and **Down** buttons.

Peer Information Settings

The **Peer Information** page allows you to add or edit peer information.



- **IP Address or DNS Name** - specifies the peer VPN gateway IP address or DNS name.
- **The default gateway is the peer** - specifies the default gateway as the peer IP address. This setting is only for **Office Gateway** profile.
- **Enable Dead Peer Detection** - automatically detects if the peer stops responding.
- **Settings** - Displays the **DPD** (Dead Peer Detection**)** screen.



Check for dead peer every - choose from 5, 10, 15, 20, 25, or 30 seconds.

Assume peer is dead after - choose from 3, 4, or 5 Failed Checks.

Send DPD Packets - specifies the conditions under which DPD packets will be sent - Choose either **Only when no traffic is received from the peer** (default) or **Whether or not traffic is received from the peer**.

- **NAT Traversal** - choose one of the following three menu options:

  Automatic - automatically detects if a NAT device is located between the connection end points.

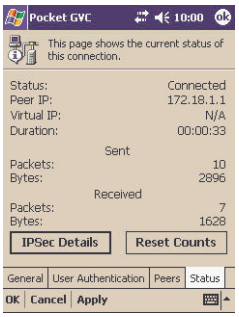
  Forced On - forces the use of UDP encapsulation of IPSec packets even when there is no NAPT/ NAT device between the peers.

  Disabled - disables the auto-detection of NAT devices in between the connection endpoints. In this case, if there is a NAT device, IPSec pass though must be enabled on the NAT device.

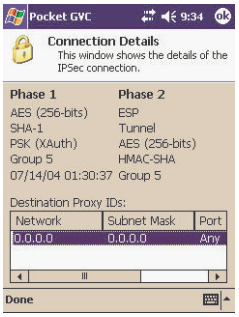
- **Timeout** - defines the time in seconds between retry attempts for each IKE negotiation packet. The default is **3 Seconds**. You can choose from 1 to 10 seconds for ISAKMP negotiation.
- **Retries** - defines the number of retries allowed during ISAKMP negotiations. The default is **3 Attempts**. You can choose from 1 to 10 retires.

Status

The **Status** screen shows the current status of the connection.



- **Status** - indicates whether VPN connection profile is connected, disabled, or on an intermediary connection status.
- **Peer IP** - displays the IP address of SonicWALL VPN gateway.
- **Virtual IP** - displays the IP address assigned via DHCP through the VPN tunnel for the SonicWALL Virtual Adapter.
- **Duration** - displays the time for which the connection is active.
- **IPSec Details**- displays the **Connection Details** page, which specifies the negotiated phase 1 and phase 2 parameters as well as the status of all individual phase 2 tunnels. **Destination Proxy IDs** displays the **Network** address, **Subnet Mask** and **Port** negotiated for the IPSec tunnel.



- **Sent**

  Packets - displays number of packets sent through VPN tunnel.

  Bytes - displays number of bytes sent through VPN tunnel.

- **Received**

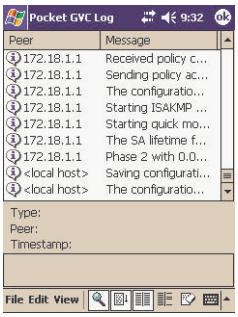
  Packets - displays number of packets received through VPN tunnel.

  Bytes - displays number of bytes received through VPN tunnel.

- **Reset Counts** - resets the status information.

Pocket GVC Log

To open the **Pocket GVC Log** screen, tap the Log Viewer button on the Pocket GVC Command Bar or choose **View > Log Viewer**. The **Pocket GVC Log** screen displays messages about Pocket GVC events. It displays the type of message (**Information**, **Error**, or **Warning**) the peer IP address or FQDN, and the date and time the message was generated.



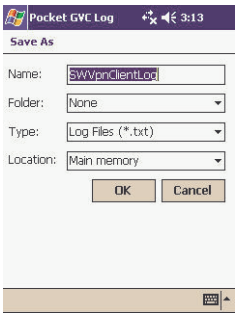
The Log Viewer provides the following features to help you manage log messages:

- To save a current log to a **.txt** file, select **File > Save Log**.
- To enable logging, select **View > Start Capturing Messages**, or choose **View > Stop Capturing Messages** to disable log message capturing or tap the Start/Stop Capturing Messages button on the Command Bar.
- To start or stop automatic scrolling of messages to the latest message, select **View > Start Auto Scroll** or **View > Stop Auto Scroll** or tap the Auto Scroll button on the Command Bar.
- To clear current log information, choose **Edit > Clear** or tap the **Clear** button on the Command Bar.
- To specify the message display level from **All Messages** to **Filtered Messages**, select **View > Filtered Messages** or tap the Filtered Messages button on the Command Bar. You can also choose **View > All Messages** or tap the **All Messages** button on the Command Bar.
- To enable or disable Auto-Logging, select **File > Enable Auto-Logging**.

Saving a Log File

You can save a current log to a **.txt** file.

1. Select **File>Save Log** to display the **Save As** page. The default Pocket GVC log filename **SWVpnClientLog** is displayed in the **Name** field in the .txt format.

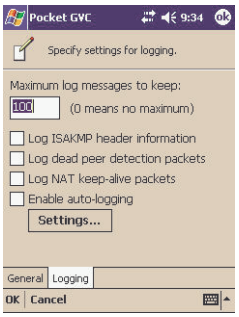


2. Enter the name for your log file in the **Name** field.
3. Specify the folder in the **Folder** list.
4. Specify the .txt file format from the **Type** field.
5. Specify the location for saving the file, such as **Built-in Storage** or **Main Memory**.
6. Tap **OK**.

When you save the current log to a file, the Pocket GVC application automatically adds a troubleshooting report. See"Generating a Troubleshooting Report" on page 19 for more information on the Pocket GVC troubleshooting report.

Specifying Settings for Pocket GVC Logging

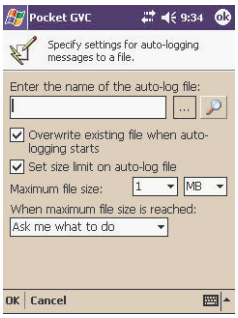
To access the log settings from the **Pocket GVC** screen, choose **View > Options**, then tap **Logging**. This



screen provides the following logging messages to log:

- **Maximum log messages to keep** - specifies the maximum number of log messages in a FIFO (First In First Out) queue. The default number is **100**. Entering **0** means no maximum number of messages.
- **Log ISAKMP header information** - enables the logging of all ISAKMP events with header information.
- **Log dead peer detection packets** - enables the logging of dead peer detection packets sent and received.
- **Log NAT keep-alive packets** - logs NAT traversal keep-alive packets send and received.
- **Enable auto-logging** - enables auto-logging to a file.

Tapping the **Settings** button allows you specify settings for logging messages to a file:



- **Enter the name of the auto-log file** - specifies the file name to save the logging messages. Tapping on the **...** button allows you to specify the location of your auto-log file.
- **Overwrite existing file when auto-logging starts** - overwrites the current log file when you exit and restart the Pocket GVC.
- **Set size limit on auto-log file** - activates a maximum size limit for the log file.
- **Maximum file size** - allows you to specify the log file size in KB or MB sizes.
- **When maximum file size is reached** - instructs Auto-logging what to do when the maximum log file size is reached.

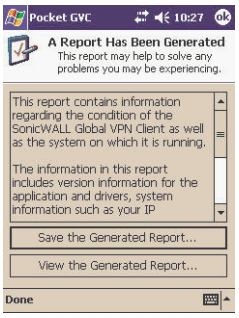
  Ask me what to do - prompts you when the log file reaches maximum size to choose either **Stop auto-logging** or **Overwrite auto-log file**.

  Stop auto-logging - stops auto-logging when maximum file size is reached.

  Overwrite auto-log file - overwrites existing auto-log file after maximum file size is reached.

Generating a Troubleshooting Report

Choosing **Help > Generate Report** in the Pocket GVC screen generates a troubleshooting report to help solve problems you may encounter.


Pocket GVC
10:27
A Report Has Been Generated
This report may help to solve any problems you may be experiencing.
This report contains information regarding the condition of the SonicWALL Global VPN Client as well as the system on which it is running.
The information in this report includes version information for the application and drivers, system information such as your IP
Save the Generated Report...
View the Generated Report...
Done

Generate Report creates a report containing useful information for getting help in solving any problems you may be experiencing. The report contains information regarding the condition of the SonicWALL Pocket Global VPN Client as well as the system it's running on.

Information in this report includes:

- Version information
- Drivers
- System information
- IP addresses
- route table
- SPD table
- ARP table
- Current log messages.

To view the report in the default text editor window, tap the **View the Generated Report** button.

To save the report to a text file, tap the **Save the Generated Report** button.

Technical Support

Selecting **Help** > **Technical Support** accesses the SonicWALL Support site (www.sonicwall.com/support). The SonicWALL Support site offer a full range of support services including extensive online resources and information on SonicWALL's enhanced support programs.

Configuring SonicWALL VPN Gateways for Pocket Global VPN Clients

SonicWALL Auto-Policy Provisioning feature enables automatic provisioning of SonicWALL Pocket GVC from the SonicWALL security appliance. SonicWALL's GroupVPN policy on the SonicWALL gateway is only available for SonicWALL Global VPN Clients and SonicWALL Pocket Global VPN Clients. SonicWALL GroupVPN supports the **IKE using shared secret** IPSec keying mode for Pocket Global VPN Clients.

Once you create the GroupVPN policy for your Pocket GLobal VPN Clients, the GroupVPN policy automatically provisions SonicWALL Pocket Global VPN Clients by downloading the policy, or exporting the policy file for manual installation.

Note! *For information on configuring GroupVPN on the SonicWALL to support SonicWALL Global VPN Clients and Pocket Global VPN Clients, refer to the Administrator's Guide for your SonicWALL security appliance. All SonicWALL product documentation is available at www.sonicwall.com/services/documentation.html.*

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